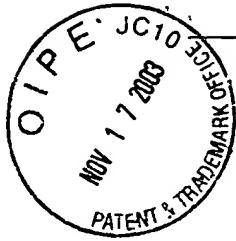


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November 13, 2003

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Technology Center 2100

Commissioner for Patents  
Post Office Box 1450  
Alexandria, VA 22313-1450

Re: U.S. Patent Application Serial No. 09/577,232  
Title: *Method and Apparatus for Service Analysis  
in Service Level Management (SLM)*  
Inventor: Lundy M. Lewis  
Filing Date: May 23, 2000  
Attorney Docket No. APB-022 (*formerly C0441/7166 (TAH)*)

Dear Sir:

I enclose herewith for filing in the above-identified application the following:

1. Revocation of Prior Powers of Attorney (2 pages);
2. Notification of Change of Mailing Address (1 page);
3. Notification of Change of Attorney Docket Number (1 page); and
4. Prepaid acknowledgment postcard.

Please charge any necessary fees to our Deposit Account No. 12-0080. The undersigned requests any extensions of time necessary to respond. *A duplicate of this sheet is enclosed.*

**Certificate of First Class Mailing (37 CFR 1.8(a))**

I hereby certify that this transmittal letter and the papers referred to as being enclosed therein are being deposited with the U.S. Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, Post Office Box 1450, Alexandria, VA 22313-1450 on:

November 13, 2003

Date

*David R. Burns*

David R. Burns

Registration No. 46,590

LAHIVE & COCKFIELD, LLP

Attorneys at Law

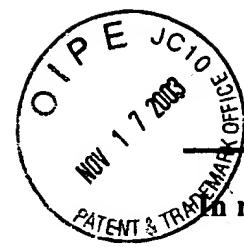
By: *David R. Burns*

David R. Burns

Registration No. 46,590

Attorney for Applicants

Date: November 13, 2003



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re the application of: Lundy M. Lewis

Serial No.: 09/577,232

Filed: March 23, 2000

For: *Method And Apparatus For Service Analysis  
in Service Level Management (SLM)*

Attorney Docket No.: APB-022  
(formerly C0441/7166 (TAH))

Group Art Unit: 2143

Examiner: David E. England

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**NOTIFICATION OF CHANGE OF ATTORNEY DOCKET NUMBER**

Dear Sir:

The Attorney Docket Number of the above-identified patent application has changed. Please take notice that the *correct* Attorney Docket Number for this application should now be as follows:

“APB-022” instead of “C0441/7166 (TAH)”

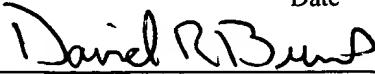
Please reference APB-022 on all future correspondence and continue to direct all correspondence to the principal attorney of record, Kevin J. Canning, Esq.

**Certificate of First Class Mailing (37 CFR 1.8(a))**

I hereby certify that this transmittal letter and the papers referred to as being enclosed therein are being deposited with the U.S. Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, Post Office Box 1450, Alexandria, VA 22313-1450 on:

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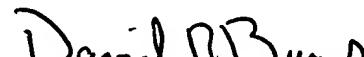


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Date: November 13, 2003